



GENERAL			
Title	Service Desk User Communication Service		
Description	This is the policy and procedures governing the sending of communications to Users through the Service Desk.		
Purpose	This policy ensures a consistent, repeatable process that enables the Computing Division to offer a high quality service to the entire Fermilab community.		
Applicable to	This document applies equally to all Fermilab personnel		
Supersedes	No previous version		
Document Owner	Service Desk	Owner Org	Computing Division
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VERSION HISTORY			
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Draft 1.0	9/10/2010	Eileen F. Berman	Initial draft
1.1	10/19/2010	Eileen F. Berman	Initial operational version



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Scope

This document defines the Service Desk's process for sending communications to Users of Fermilab's IT infrastructure under the following circumstances –

- Announcement of an upcoming planned downtime for a service
- The completion of a planned downtime
- The unplanned extension of a planned downtime
- Announcement of changes/upgrades to a current service (no downtime)
- Announcement of the removal of a current service

Roles

- **Requester** – Initiate the process by submitting a request.
- **Service Desk** – Owner of and Manager of the process, vet the message with the appropriate group, and send the message to the requested audience.
- **CD Communications and Outreach** – Vet the message for technically savvy, focused audiences. Coordinate with the Requester on the message text and email subject line.
- **Office of Communication**– Vet the message and email subject line for a broad and non-technically savvy audience.

Important Guidelines on Submitting A Request

- User communications are supported 8x5x5 unless previous arrangements are made with the Service Desk.
- Requests should be made at least 2 days before the communication is scheduled to be sent by the Service Desk. Requests made with less than 2 days lead-time will be processed as quickly as possible, but delivery at the requested day/time is not guaranteed.
- A separate request needs to be made for each communication. This includes multiple communications that are connected to the same event.
- All updates to the communications request ticket should be included in the Work Info of the ticket.
- Text of messages must be complete with fully specified URLs.
- The Requester may cancel a submitted request, prior to it being sent, in the event of downtime/update cancellation.



Requester Initiating a User Communication Request

- Point your browser at

<http://ar-mt1.fnal.gov/arsys/servlet/ViewFormServlet?form=FL:NewComputingRequestForm&view=Communications&server=ar-srv1>

and completely fill out the Remedy form in order to initiate the communication request. A link to the form is also available off of the forms tab at servicedesk.fnal.gov.

- If this is a high priority request with a short turn-around time, call the Service Desk at 630.840-2345.

Requester Updating a User Communication Request

- Email updates to the communications ticket should be sent to Fermilab Service Desk <FermilabServiceDesk@fnal.gov>, with the incident number in the Subject line in order for the update to be included in the Work Info. Other updates may be included directly in the Work Info.
- If this is a high priority request with a short turn-around time, call the Service Desk at 630.840-2345.

Service Desk Processing a User Communication Request

- Verify the following information is in the ticket, in the Notes field –
 - Text of message
 - Subject line
 - Email list(s)
 - Date/Time to send communications
- If any of the above information is missing, send an email to the requester, through Remedy, asking for the information.
- If a CRQ number is included, check to make sure the request ticket is related to the CRQ on the relationship tab. If not relate the two as a “Cause By” relationship.
- Verify who should vet the text. The following table provides guidance in making that decision. If there is doubt, consult the Incident Manager.

Audience	Vetted By
All lab employees	Office of Communications
All CD employees	CD Communications and Outreach
Technically savvy user community	CD Communications and Outreach
Grid User community	CD Communications and Outreach
The Directorate	Office of Communications



General non-technically savvy computer users	Office of Communications
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- If text is to be vetted, open a related ticket including the Requester name, original text, subject line, and time to send the message.
- If vetted by Office of Communications
 1. Assign this new ticket to the “Service Desk” Remedy Group
 2. Send email from within Remedy (new related ticket) to OC-service-desk-communications@fnal.gov including a link to this online document, Requester name, text, subject line, and the time to send the message.
 3. If this is a high priority request with a short turn-around time, call Kathryn Grim at 630.840-4406.
 4. If Kathryn is not available call the Office of Communications at 630.840-3351.
 5. Once the vetted message has been sent back, the new related ticket Work Info will be automatically updated with the vetted message. The subject line for the item will be – “Vetted by OC – INCXXXXXXX”.
 6. Office of Communications will call the Service Desk in the event this is a high priority short turn around request.
 7. If the message has changed, send email through Remedy (new related ticket) to the Requester with the changed text asking them to make sure it is still technically accurate.
 8. Once the Requester replies, if the Requester has changed the message again, go back to step 2.
- If vetted by CD Communications and Outreach -
 1. Assign this new ticket to “Communications and Outreach” Remedy group.
 2. If this is a high priority request with a short turn-around time, call the members of the Communication and Outreach group (starting with Marcia (630.840-5417).
 3. The Communications and Outreach group will update the ticket Work Info with the vetted message. The subject line for the item will be - “Vetted by COM – INCXXXXXXX”. The incident number may be optional as this Work Info item is added directly using Remedy.
 4. The Communications and Outreach group will resolve the ticket once the message has been vetted.
 5. The Communications and Outreach group will work with the service provider to update the message text. The Service Desk does not have to do this.
 6. The Communications and Outreach group will call the Service Desk in the event this is a high priority short turn-around request.
- Check that the message reads clearly.
- Check that any URLs in the message are correct.
- Send out the message at the requested time.
 - All recipient’s email addresses / distribution lists should be in the BCC field to prevent recipients from doing a Reply to All. The only recipient in the To: field should be Service.Desk@fnal.gov.
- Add a Work Info item stating when the message went out, including a copy of the message that was sent out.
- Resolve the original request ticket.



CD Communications and Outreach Vetting of the Message

- A ticket will be assigned to the “Communications and Outreach” Remedy group.
- If this is a high priority request with a short turn-around time, a phone call will be made to the group (starting with Marcia).
- Update the Work Info including the updated message. The subject line for the item should be – “Vetted by COM – INCXXXXXXX”. Including the incident number is optional if the Work Info item is added using Remedy.
- Resolve the ticket.
- If this is a high priority request with a short turn-around time, please call the Service Desk to inform them the message has been vetted.

Office of Communications Vetting of the Message

- Email will be sent to OC-service-desk-communications@fnal.gov.
- If this is a high priority request with a short turn-around time, a phone call will be made to the group (starting with Kathryn).
- Reply-all to the email including the updated message. The subject line for the item should be – “Vetted by OC – INCXXXXXXX”.
- If this is a high priority request with a short turn-around time, please call the Service Desk to inform them the message has been vetted.
- If the message has been changed, it will be sent to the Requester to verify technical accuracy. If there are any changes by the Requester, the Office of Communications will be contacted again.

Future Enhancements to this Process

- Allow for canned communications to be preloaded into the system.
- More defined support for off-hours issues.